NNHQI Campaign

Pain Management Tracking Tool

Overview and Instructions

This material was prepared by Telligen, National Nursing Home Quality Improvement Campaign contractor, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. 11SOW-CO-NNHQIC-05/18-001
Use the Pain Management Tracking Tool (Excel workbook) to track your residents’ pain, the timing and type of assessments, and the kind of interventions they receive.

- Track pain management strategies on a weekly basis.
- Identify opportunities for improvement.
- View individual data in rows, and summary information on patterns and processes in graphs.
- Transfer monthly outcomes to the Campaign website for continuous trending.
- Monitor your progress and share results with your team.
Calculated Outcomes

The Pain Management Tracking Tool will calculate the following outcomes for you each month. Outcomes are calculated separately for residents receiving long term, short term and end of life care. Your monthly outcomes are displayed on the worksheet named “DataforWebsiteEntry.” The calculations are complete when all required fields have been entered for the month.

- Percent of Residents Who Had a Recorded Pain Score Each Week
- Average Weekly Percent of Residents Reporting Moderate or Severe Pain
- Average Weekly Percent of Residents with Pharmacologic Interventions for Pain
- Average Weekly Percent of Residents with non-Pharmacologic Interventions for Pain
- Average Weekly Percent of Residents with both Pharmacologic and non-Pharmacologic Interventions for Pain
• The *first* week of the *first* month you ever use this tool will be a lot of work.

• After the first week of tracking, you’ll just be updating the workbook (and copying data when you move to a new month).

• The workbook is most useful when you are updating your weekly tabs each week (don’t wait till the end of the month).

• Importantly, you will download a FRESH workbook at the beginning of each month (but you won’t start fresh – you’ll copy data over using a simple process that takes about 5 minutes).
Weekly Pain Tracking Worksheets: Track pain scores, pain assessments and pain management interventions for each resident from week to week.

- Enter information for each resident you are tracking. You may choose to begin with a single neighborhood or group of neighborhoods and then expand over time.
- Record the resident's name, stay type, and date of most recent pain score for each resident at your home during the specified week. You will also indicate whether each resident had moderate or severe pain during the week and which pain management interventions were implemented, if any.
- Use the “Close Record” field to indicate when a resident is no longer with you on the last day of the specified week. Please do not delete any rows.
This tab gives you an overview of the tool and provides a table of contents describing each worksheet.

To move between the worksheets, click on the tabs at the bottom of the screen or click the links in the table of contents.

Note the version number and date will change when revised tools are posted to the website. Be sure you are always using the most current version of the tool, and download a fresh copy each month.

You may access the website by clicking the website address on this page.

**NOTE:** Data entry occurs only on the 5 weekly pain tracking worksheets. You will use the “StartNextMonth” sheet to clean up your data at the beginning of the next month and copy it over to populate your next month’s workbook.
Please take a moment to scan the information available on the Common Qs&As tab. You don’t need to study this, just know what’s here so you can come back as questions arise. Or, contact us at Help@nhQualityCampaign.org
Select the month for the data you are collecting. The dates for each week will be populated for you.

**Weekly Summary**

**July 01 through July 07**

| Number of residents tracked this week | 15 |
| Residents with pain score recorded this week (of all residents) | 73.3% |
| Scores that were verbal (of those with recorded scores) | 36.4% |
| Scores that were nonverbal (of those with recorded scores) | 36.4% |
| Scores that were both verbal and nonverbal (of those with recorded scores) | 27.3% |

**Weekly summary statistics are calculated for you.**

**Pain Tracking Worksheet * Week 1**

<table>
<thead>
<tr>
<th>Resident Name</th>
<th>Stay Type</th>
<th>Date of Most Recent Pain Score*</th>
<th>Type of Pain Score</th>
<th>Has Moderate or Severe pain been observed or reported during this week?</th>
<th>Date of Most Recent Pain Assessment</th>
<th>Type of Pain Assessment</th>
<th>Location of Pain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane B</td>
<td>Long Stay</td>
<td>7/3/17</td>
<td>Verbal</td>
<td>Yes</td>
<td>7/3/17</td>
<td>Multiple</td>
<td>Neck, back</td>
</tr>
<tr>
<td>Maureen O</td>
<td>Long Stay</td>
<td>7/3/17</td>
<td>Non-verbal</td>
<td>Yes</td>
<td>7/3/17</td>
<td>Neuropathic</td>
<td>Back</td>
</tr>
<tr>
<td>Jacob C</td>
<td>Short Stay</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heather P</td>
<td>Short Stay</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Erin W</td>
<td>Short Stay</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Martha E</td>
<td>Short Stay</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>David E</td>
<td>Long Stay</td>
<td>7/5/17</td>
<td>Both</td>
<td>No</td>
<td>7/5/17</td>
<td>Neuropathic</td>
<td>Right leg</td>
</tr>
<tr>
<td>Theodore M</td>
<td>End of Life</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brandy L</td>
<td>End of Life</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frank L</td>
<td>Long Stay</td>
<td>7/8/17</td>
<td>Verbal</td>
<td>Yes</td>
<td>7/8/17</td>
<td>Multiple</td>
<td>Back, ankle</td>
</tr>
<tr>
<td>Laurie B</td>
<td>Long Stay</td>
<td>7/8/17</td>
<td>Verbal</td>
<td>Yes</td>
<td>7/8/17</td>
<td>Multiple</td>
<td>Back, ankle</td>
</tr>
<tr>
<td>Bob S</td>
<td>Short Stay</td>
<td>7/5/17</td>
<td>Non-verbal</td>
<td>No</td>
<td>7/5/17</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Steven C</td>
<td>Short Stay</td>
<td>7/5/17</td>
<td>Both</td>
<td>Yes</td>
<td>7/5/17</td>
<td>Neuropathic</td>
<td>Neck</td>
</tr>
<tr>
<td>Craig R</td>
<td>Long Stay</td>
<td>7/3/17</td>
<td>Both</td>
<td>Yes</td>
<td>7/3/17</td>
<td>Multiple</td>
<td>Back, neck, abdomen</td>
</tr>
<tr>
<td>Stan M</td>
<td>End of Life</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kyle B</td>
<td>Long Stay</td>
<td>7/3/17</td>
<td>Non-verbal</td>
<td>No</td>
<td>7/3/17</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Residents receiving non-pharmacologic interventions (or those receiving intervention).

*Residents receiving both pharmacologic and non-pharmacologic intervention (of those receiving intervention).*

66.7%
### Week 1 Required Fields

**NOTE:** The fields with a red asterisk are required for outcome calculations. It is recommended to use all fields to track pain, interventions and efficacy.

<table>
<thead>
<tr>
<th>Resident Name*</th>
<th>Stay Type*</th>
<th>Date of Most Recent Pain Score*</th>
<th>Has Moderate or Severe pain been observed or reported during this week?*</th>
<th>Date of Most Recent Pain Assessment</th>
<th>Type of Pain</th>
<th>Location of Pain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane B</td>
<td>Long Stay</td>
<td>7/3/17</td>
<td>Yes</td>
<td>7/3/17</td>
<td>Multiple</td>
<td>Neck, back</td>
</tr>
<tr>
<td>Maureen O</td>
<td>Long Stay</td>
<td>7/3/17</td>
<td>Yes</td>
<td>7/3/17</td>
<td>Neuropathic</td>
<td>Back</td>
</tr>
<tr>
<td>Jacob C</td>
<td>Short Stay</td>
<td>7/8/17</td>
<td>No</td>
<td>7/8/17</td>
<td>Non-verbal</td>
<td>Right shoulder</td>
</tr>
<tr>
<td>Heather P</td>
<td>Short Stay</td>
<td>7/8/17</td>
<td>Yes</td>
<td>7/8/17</td>
<td>Yes</td>
<td>Right arm</td>
</tr>
<tr>
<td>Erin W</td>
<td>End of Life</td>
<td>7/8/17</td>
<td>Yes</td>
<td>7/8/17</td>
<td>Multiple</td>
<td>Right leg</td>
</tr>
<tr>
<td>Martha E</td>
<td>End of Life</td>
<td>7/8/17</td>
<td>Yes</td>
<td>7/8/17</td>
<td>Multiple</td>
<td>Neck, chest</td>
</tr>
</tbody>
</table>

List your residents’ names. You can type these in or paste them in from another source. Instructions on copying/pasting names are provided in the Common Qs & As tab and StartNextMonth_Week1 tab.

Select the residents’ type of stay from the drop-down menu:
- Long Stay
- Short Stay
- End of Life

Type in the date of the most recent pain score for the resident.

Select whether moderate or severe pain has been observed or reported this week.
Select the pain management intervention from the drop-down menu:

- Pharmacological
- Non-Pharmacological
- Both
- None

If a resident is no longer at your home on the last day of the week, select the reason they left from the drop-down menu, otherwise leave this field blank.
Weeks 2-5

Each week’s information will be pre-populated from the previous week’s pain tracking worksheet, so you only need to update a few fields in subsequent weeks. If a new resident is admitted during the week, add them during the week they are admitted to the BOTTOM of the weekly list. It is critical that you do not change the order of entries in the list from week to week.

Scores and assessments will be highlighted pink until they are updated/completed for the current week.

Residents who left the nursing home in a previous week are grayed out and their information will not appear.

IMPORTANT: DO NOT ATTEMPT TO USE OR DELETE THIS ROW.
Getting the most out of your weekly pain tracking worksheets

1) Review the worksheet at the beginning of each week. Dates of Most Recent Pain Score will initially be highlighted pink to indicate that the week’s scores have not yet been recorded. Record the highest pain reported or observed during the week and the date associated with that score.

2) Several fields include hyperlinks (underlined, white text) at the top of the columns. If you want more information, click on the links to access related tools and resources.
Viewing Your Results: Weekly Summary Charts

The WeeklySummaryCharts tab will produce tables and graphs displaying the weekly distribution of pain scores and intervention types. **No data input is needed on this sheet.** You may print the sheet as a whole or copy the graphs into another program, such as PowerPoint, to share with your stakeholders including leadership, staff, residents and their families.

**You can print a graph to share with your stakeholders.**

1) Click a graph once to select it.
2) Select “Print” from the menu.
3) Under the “Print what” option make sure “Selected graph” is checked.

**Click here for ideas on how to dig into your data to look for patterns and opportunities.**

**DO NOT MOVE OR RESIZE GRAPHS.** Simply use the Excel zoom bar in the lower right hand corner to zoom in and out and graphs will snap into place.
Get your Trend Graph

This sheet displays your outcomes for the month. You will always see data on this tab, but it is not complete until all of the information for your residents has been entered for the month.

Print this tab and follow instructions to transfer the outcomes to the Campaign website. Do this each month for a continuous trend graph.

Your trend graph is essential for monitoring your progress. Share your trend graph with your team to optimize engagement.

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### Data for Website Entry

Final Steps:
- Print this page. *Print Page 1 ONLY* unless you want your weekly numerators and denominators for reference.
- Log-in with your username and password.
- Select ‘Enter Data’ and choose ‘Pain’
- Enter data from the first table (Page 1) below only
- Click “Submit” and check the screen for the confirmation message.

**July 2017***

<table>
<thead>
<tr>
<th></th>
<th>Long Stay</th>
<th>Short Stay</th>
<th>End of Life</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of Residents Who Had a Recorded Pain Score Each Week** During this Month</td>
<td>0.0%</td>
<td>0.0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Weekly Percent of Residents Reporting Moderate or Severe Pain</td>
<td>50.0%</td>
<td>43.8%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Weekly Percent of Residents with Pharmacologic Interventions for Pain among those with intervention</td>
<td>5.0%</td>
<td>41.7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Weekly Percent of Residents with non-Pharmacologic Interventions for Pain among those with intervention</td>
<td>24.5%</td>
<td>16.7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Weekly Percent of Residents with end of week scores</td>
<td>70.4%</td>
<td>16.7%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

This worksheet is set to print on a single page for an easy monthly snapshot.

Entering the data on the Campaign website gives you access to real-time trend graphs AND maintains your active participation status.

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OPTIONAL: TYPE YOUR CASPER SCORES HERE

To create a trend of your CASPER pain scores, enter the scores for the calendar month for this workbook and transfer them to the Campaign website with the other numbers in the table.
Data for Website Entry (cont.)

Data for Website Entry

Final Steps:
- Print this page. *Print Page 1 ONLY unless you want your weekly numerators and denominators for reference.
  https://www.nhqualitycampaign.org
- Log-in with your username and password.
- Select “Enter Data” and choose “Pain”
- Enter data from the first table (Page 1) below, only
- Click “Submit” and check the screen for the confirmation message.

### Thank You!

**July 2017***

<table>
<thead>
<tr>
<th>Percent of Residents Who Had a Recorded Pain Score Each Week** During this Month</th>
<th>Long Stay</th>
<th>Short Stay</th>
<th>End of Life</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Average Weekly Percent of Residents Reporting Moderate or Severe Pain</th>
<th>Long Stay</th>
<th>Short Stay</th>
<th>End of Life</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>50.0%</td>
<td>43.6%</td>
<td>75.0%</td>
<td>53.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Average Weekly Percent of Residents with Pharmacologic Interventions for Pain among those with intervention</th>
<th>Long Stay</th>
<th>Short Stay</th>
<th>End of Life</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5.0%</td>
<td>41.7%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Average Weekly Percent of Residents with non-Pharmacologic Interventions for Pain among those with intervention</th>
<th>Long Stay</th>
<th>Short Stay</th>
<th>End of Life</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>24.6%</td>
<td>16.7%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Average Weekly Percent of Residents with Pharmacologic and non-Pharmacologic Interventions for Pain among those with intervention</th>
<th>Long Stay</th>
<th>Short Stay</th>
<th>End of Life</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>70.4%</td>
<td>16.7%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| CASPER (QIES) pain measures | |
|---|
| |

*Note: Only Week 1 through Week 4 are included in calculations.
**For each week the resident was in the home as of the last day of the week.

**HOW TO ENTER YOUR DATA ON THE WEBSITE**

1. Print the Data for Website Entry tab.
3. Log in with your community’s username and password.
4. Select “Enter My Data.”
5. Choose the “Pain” goal.
6. Enter numbers from this table into corresponding fields on the website.
7. Click “Submit” and check the screen for confirmation message.
It is important to start fresh each month by downloading a new tracking tool from the NNHQI Campaign website. To make entering next month’s data easier, follow instructions on this tab to copy resident and pain management information this month to the next month.

To remove gray rows or blank rows, click on the Excel row number to the far left to highlight the entire row (NOT the “r” number in the gold column). Then right click and select “Delete.”

Before copying data to the new month, follow these instructions to remove residents or sort alphabetically.

1. Review the information below and remove any rows where:
   (a) the resident is not within your first day of the next month (the month of the workbook you are starting),
   (b) the row is blank.

2. If you would like to sort your data before moving it to your new month’s workbook:
   Select ALL of the information for all of your residents, from the “Resident Name” column through the “Stay Type” column, and include all of the rows with data. Right-click, and select “Sort.” (Responded “Yes” and “Yes” to both prompts)

3. Move this data into your next month’s workbook:
   a. **CRITICAL**: Download a NEW copy of the workbook.
      
      Now select ONLY the data in the first three columns. (Select ALL other information for all of your residents, from the “Resident Name” column through the “Stay Type” column, and include all of the rows with data.) Right-click, and select “Copy.” Move to your new workbook. Click in the space for the first resident’s name. Right-Click, and select “Paste special” and then “Values” (or “12” if that is the version of Excel you are using). DO NOT unprotect the worksheet in your new workbook. Repeat the copy/paste for the rest of the columns.

Stop! Do NOT re-use this workbook. Download a fresh workbook from the website and copy your data below into the Week_1 Tab.
NOTE: When selecting information to copy, select only cells that contain your data (do not select row numbers, row labels or column headers). See the image below showing which cells to highlight in red outline.

**Steps for Copying Data:**
1. Select all rows with data from the first three columns and right click to copy.
2. Navigate to the Week_1 tab in your new workbook for next month.
3. Click the space for the first resident’s name.
4. Right click.
5. Select “Paste special.”
6. Select “Values” or (“123” depending on your version of Excel).
7. Repeat steps 1-6 for the “Date of Most Recent Pain Assessment” column except “Paste Special” into the corresponding date column for next month’s Week_1 tab.
Thank You

For making our nursing homes better places to live, work, and visit!

www.nhQualityCampaign.org
Help@nhQualityCampaign.org